



CHILD SUPPORT SERVICES, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	CHILD SUPPORT SERVICES, DEPARTMENT OF	RELEASE DATE:	Thursday, September 17, 2009
POSITION TITLE:	Deputy Director, Technology Services Division (Chief Information Officer)	FINAL FILING DATE:	Monday, October 5, 2009
CEA LEVEL:	CEA 3	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 8,594.00 - \$ 9,476.00 / Month	BULLETIN ID:	09172009_2

POSITION DESCRIPTION

The Deputy Director, Technology Services Division advises and assists the Directorate in the formulation, implementation, and evaluation of departmental programs, policies and procedures related to Information Technology. The Deputy is responsible for ensuring that the state and local child support automated systems comply with federal and state law. In this capacity, the Deputy is responsible for overall direction to the Technology Services Division of the Department as well as coordination and integration of the single statewide automated child support system. The position also serves as the department's Chief Information Officer and is responsible for ensuring compliance with all Agency and State Office of Chief Information Officer directives, policies and standards.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors

and attorneys.

DESIRABLE QUALIFICATION(S)

a. Administrative experience communicating with the Governor's Office, the Legislature, the Office of Technology Services, the Office of the State Chief Information Officer, the Office of Information Security, and other high-level State, Federal and other local officials, and departmental managers. b. Ability to demonstrate managerial capability and experience to work independently in an unstructured environment. c. Knowledge of the organization and goals of programs within the California Department of Child Support Services and the counties that rely on the Department for guidance in the establishment and maintenance of their organizations. d. Ability to operate and maintain a large, highly complex statewide automation support system. e. Knowledge of federal and state laws, program rules and regulations, State, federal, and county automation procedures, administration goals and objectives, and of information technology security. f. Ability to provide advice and recommendations in the various aspects of development, administration, oversight and evaluation of policy and implementation activities relative to information technology; and the technology infrastructure and technological operations for the Department. g. Excellent written and oral communication skills. h. Demonstrated experience with the planning, development, maintenance, installation, and support of large system applications in a multi-tier environment, and familiarity with large complex telecommunication and database management systems. i. Understanding of DCSS service delivery systems and familiarity with DCSS's major programs. j. Demonstrated knowledge of both State and Federal funding requirements, including experience developing State budget proposals. k. Ability to present plans and solicit support from department management, the Agency Information Officer and the Office of the State Chief Information Officer for automation activities, policies, and standards. l. Ability to manage a large-scale Information Technology program including:

1. Maintain an Operational Recovery Plan
2. Establish ongoing IT strategic planning
3. Adopt IT infrastructure standards
4. Conduct feasibility studies for proposed IT projects (and obtain approvals)
5. Manage IT projects using the CA Project Management Model standard
6. Protect the security, confidentiality, and integrity of data
7. Establish ongoing acquisition planning (for completing IT Procurement Plans when necessary)

Preparation of Related Documents a. Feasibility Study Report (FSR) b. Post Implementation Evaluation Report (PIER) c. Information Technology Procurement Plan (ITPP) d. Independent Project Oversight Report e. IT Risk Management Certification f. Operational Recovery Plan g. Operational Recovery Plan Certification h. Security Incident Notification and Security Incident i. Agency Information Management Strategy (AIMS) j. Information Management Organization k. Information Management Costs l. Software Management Plan m. IT Capital Plan n. IT Acquisition Plans

m. Leadership experience in working collaboratively with state or local governments or political subdivisions, local community-based organizations, or public or private agencies in implementing and operating complex and large-scale programs or projects. The risks and rewards of success or failure must have been substantial.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Deputy Director, Technology Services Division (Chief Information Officer)**, with the **CHILD SUPPORT SERVICES, DEPARTMENT OF**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of Chief Information Officer/Deputy Director, Technology Services Division, with the DEPARTMENT OF CHILD SUPPORT SERVICES. Applications will be retained for twelve months. The Screening Committee will compare each applicant's qualifications for the position against the specific job-related evaluation criteria developed from the minimum qualifications, desirable qualifications and demonstrated management ability. Based upon the screening committee's evaluations, an eligible list will be established; only the most qualified candidates may be invited to a hiring interview.

FILING INSTRUCTIONS

A supplemental application will be mailed to applicants that submit their application. Each applicant for this examination must complete and submit his/her Supplemental Application; it must be postmarked, personally delivered, or received via interoffice mail by the date established on the Supplemental Application Instructions. Applicants who fail to submit the Supplemental Application may be eliminated from this examination process.

ALL APPLICATIONS MUST BE RECEIVED BY 4:30 P.M. ON THE FINAL FILING DATE.

Interested applicants must submit:

- A completed Standard State Application (Form 678).

Applications must be submitted by the final filing date to:

CHILD SUPPORT SERVICES, DEPARTMENT OF, Technology Services Division
P.O. Box 419064 - MS 25, Rancho Cordova, CA 95741-9064
Lisa Ostoich | 916-464-5298 | Lisa.ostoich@dcss.ca.gov

ADDITIONAL INFORMATION

Applications may be filed in person at 11150 International Drive, 2nd Floor, Rancho Cordova.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The CHILD SUPPORT SERVICES, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and

rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>